Family Housing Service Level Descriptors

- **SL1:** Housing and neighborhoods are in very good condition. Housing support services are providing high customer satisfaction. Maintenance is adequately funded to keep up with all requirements including preventive maintenance. Appliances are in good condition. Occupancy rates are high, all required leases are funded as are required local moves.

Family Housing Service Level Descriptors

- **SL2:** The condition of housing and neighborhoods show some signs of neglect and some required maintenance is deferred. Customers are experiencing some delays in service and are more dissatisfied. Some leasing requirements are going unmet. Family housing appliances are not all replaced as required. Local moves are difficult to fund. Impact:
  - Appearance of facilities show signs of deterioration. Typical are peeling paint, patched roofs, and unkempt landscaping.
  - Reduced staff and cutbacks in Services to families, particularly those living off-base. Impact shows up in increasing customer dissatisfaction.
  - Average appliance age increasing.
  - Some curtailment in leasing.

Family Housing Service Level Descriptors

- **SL3:** Deterioration of the condition and appearance of the housing and facilities is obvious. Significant maintenance requirements are deferred which increases the long term costs of ownership. Customers are frustrated with the quality of services provided. Housing leasing shortfalls create hardships for families overseas. Appliances are unattractive, inefficient, and failing at a higher rate. Some local moves are deferred. Impact:
  - Deficiencies in housing facilities degrades the appearance of housing and the interior functionality and safety.
  - Customer Services are limited resulting in increased frustration of families in need.
  - Unreliable appliances.
  - A shortage of leases creates hardships for Navy families overseas.
  - Some local moves are delayed due to funding shortfall.

Family Housing Service Level Descriptors

- **SL4:** Failure of dwellings and neighborhood infrastructure to meet basic shelter requirements for safety and habitability. Severe housing leasing shortfalls create hardships for families overseas. Some customers are turned away from family housing due to inability to support and no off-base assistance for families. Impact:
  - Severe deterioration of facilities and infrastructure creating life/safety hazards for families.
  - Customer Service is virtually non-existent – families forced to do mostly self-help.
  - Leases only available for the highest requirements – places families in unsuitable private sector housing.
  - Local moves are not funded creating vacancies in housing.